



Maricopa County Human Services Department



Introduction

Many Maricopa County residents find themselves, at different stages of their lives, in economic and social distress. It might be low-income children who need early education services to prepare them to be successful in school, the senior citizens who need help in order to continue living at home, justice-involved individuals who need quick interventions to get back on the right track, or unemployed adults seeking additional training, career counseling and employer connections. The Human Services Department gives Maricopa County the capacity to provide those links and empower those residents to achieve greater self sufficiency, a higher quality of life, and make a contribution to society as a whole and the county in particular.

The Human Services Department has a history of collaboration and long-term relationships with local communities, state and local governments, cities and towns, for-profits and non-profits, universities and community colleges, faith-based and grass-roots organizations. These cross-system collaborations encourage and facilitate more effective use of scarce public resources that lead to better outcomes for the people we serve.

How We Operate

The Human Services Department ascribes to an integrated client-centered service model that focuses on the needs of the client, is flexible and adaptable, and collaborative.

Our organization is committed to evidence-based practices and data-driven strategies that result in long-term high-impact outcomes. Our approach to common intake, intensive case management, high utilization of needed services, documented follow-up, and shared data allows us to cut across divisional (and external department) lines for a "no wrong door" philosophy of public service that strives to give individuals access to services regardless of how or where their needs are first identified.



Mission

To provide education, employment, shelter, and basic needs services to individuals, families, and communities so they can enhance their opportunities for physical, social, and economic well being

Vision

That all Maricopa County residents will have opportunities to achieve economic self-sufficiency, attain a sustainable living environment, and enjoy a high quality of life

Serving Vulnerable Populations

- Low-Income
- Homeless
- Justice-Involved Youth/Adults
- Veterans
- Disabled
- Elderly
- Unemployed/Underemployed

Selected Information

Number of Employees: 381 (Fiscal year 2013)

Primary Service Area: Maricopa County exclusive of city of Phoenix. Individual programs have specific geographic boundaries.

Locations: Administrative Offices: 234 N. Central Ave., Phoenix, 602-506-5911
 Gilbert Career Center: 735 N. Gilbert Rd., Ste. 134, Gilbert, 602-372-9700
 Head Start Operations Center: 2150-1 S. Country Club Dr., Ste. 7, Mesa, 480-464-9669
 West Valley Career Center: 1840 N. 95th Ave., Ste. 160, Phoenix, 602-372-4200

Human Services Department
 234 N. Central Avenue, 3rd
 Floor

Phoenix, AZ 85004
 602-506-5911

Margaret Trujillo, Interim Director



Our Organization



Recent Accomplishments

- In FY 2012, 97.45% of children served through Head Start (ages 3 – 5) by the **Education Division** were up-to-date on age-appropriate preventative and primary healthcare, according to the State's Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) schedule for well child care.
- In FY2012, 96% of low-income participants assisted by **Community Services Division**-sponsored Community Action Programs completed Adult Basic Education (ABE)/GED and received certificate or diploma as a result of receiving assistance.
- In its third year, Maricopa County Teen Leadership Experience (MCLE) lead by the **Workforce Development Division** continues to provide work readiness opportunities for teens providing exposure to more than 20 county agencies. More than 180 teens participated in the 2012 program, of whom 59% completed all components.
- In the inaugural year of this pilot project, the **Community Justice Support Services (CJSS) program** delivered services to more than 260 individuals. Through targeted, intensive case management and connections to resources within the community, 70% of CJSS program participants increased their overall self-sufficiency rating.
- The **Workforce Development Division** assisted more than 100 citizens in attaining certifications leading to Leadership in Energy and Environmental Design (LEED) certification, 8 of whom received the national certification to date, ensuring an adequate workforce to support green energy sustainability efforts.

Community Development Division

Through the HUD-funded Community Development Block Grant (CDBG), and Neighborhood Stabilization Program (NSP) and the Home Investments Partnership Program (HOME), the Community Development Division provides community improvements and affordable housing opportunities to Urban County communities, Consortium members, and nonprofit agencies so they can empower low-, moderate-, and middle-income residents to develop viable communities that provide decent, safe and sanitary housing, a suitable living environment, and expanded economic opportunities.

Community Justice Support Services Division

Community Justice Support Services (CJSS) is a new and novel Human Services community-based approach to intervention designed to target destructive criminal behaviors of individuals involved in the justice system by identifying and addressing the root-cause issues that contribute to criminal behaviors such as multi-generational poverty and violence. Intensive case management, wrap-around services and facilitated access to education, employment, behavioral health, medical/dental services results in increased self sufficiency, reduced reliance on the public, and creates long-lasting outcomes for offenders, family members and communities. The division serves as a bridge between eligible probationers, their families, and available social services to foster successful transition into their communities and, correspondingly, a reduced risk of recidivism.

Community Services Division

The Community Services Division provides assistance to eligible individuals and families to support basic needs, economic self-sufficiency, and to prevent homelessness. Programs include (1) Community Services: to provide administrative coordination of community services that provide social and economic assistance to low-income and below-poverty families; (2) Financial Assistance: to provide economic assistance to low-income individuals and families so they can meet their basic needs; and (3) Senior Adult Independent Living (SAIL): to provide case management services to elderly and disabled individuals so they can live self-sufficiently at home.

Education Division: Head Start Zero-Five Program

The Education Division offers Head Start/Early Head Start services, comprehensive child development services for young children from birth to age five, services to pregnant women and their families to promote children's social, emotional, cognitive and physical development so that they are prepared for future success in school. Recognizing children grow within the context of their family and culture, the program supports and promotes parents in their role as the primary educators and nurturers of their children. The Head Start Zero-Five Program serves more than 2,400 low-income, at-risk children and their families annually.

Workforce Development Division

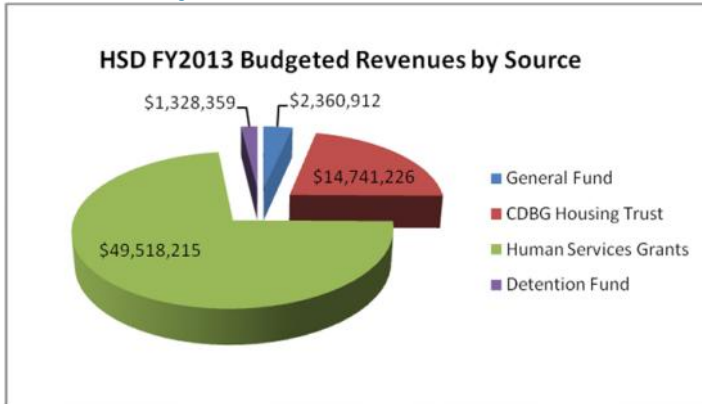
The Workforce Development Division supports local economic development by strengthening the local workforce, in part by connecting employers and career seekers. The division operates two comprehensive One-Stop Career Centers, where it aids job seekers in locating job and/or career opportunities while also aiding in identifying resources to obtain the knowledge and skills to be a successful candidate. It also aids employers in securing qualified talent, trains current employees to use new industry technology, and provides lay-off aversion and transition strategies to current employees.

Our Performance

Financial and Performance Measures

For fiscal year 2013, 93% of the department's budgeted revenues comes from federal/state/local grants, and 7% comes from the County general fund. Through federal and state grants, HSD brings money into the county which contributes to the overall economic development of the area, and lessens County government's burden on taxpayers—a key strategic priority of the Board of Supervisors. Expenditures are directed at developing a skilled workforce, building housing stock, educating our youth, reducing recidivism, and providing for basic human emergency needs. These outcomes are the foundations of a strong economy and thriving community.

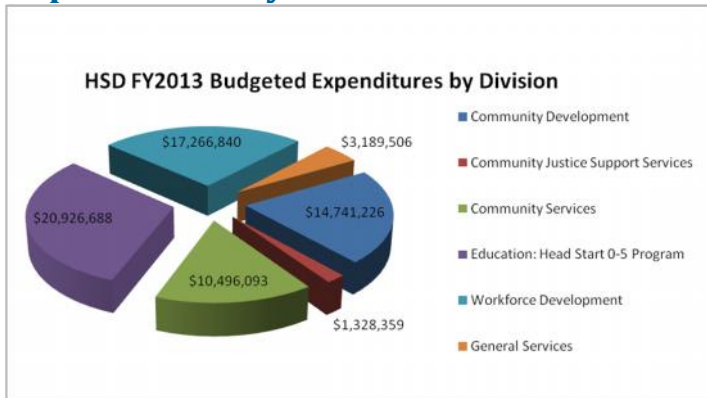
Revenue by Source



	Fiscal year 2012	Fiscal year 2013*
General Fund	\$2,260,912	\$2,360,912
CDBG Housing Trust	\$14,526,394	\$14,741,226
Human Services Grants	\$45,586,165	\$49,518,215
Community Justice	\$ 1,973,995	\$1,328,359
Total revenues	\$64,347,466	\$67,948,712

* budgeted (revised)

Expenditures by Division



	Fiscal year 2012	Fiscal year 2013*
Community Development	\$5,869,636	\$14,741,226
Community Justice Support Services	\$842,569	\$1,328,359
Community Services	\$15,970,993	\$10,496,093
Education: Head Start 0-5 Program	\$21,332,989	\$20,926,688
Workforce Development	\$15,128,612	\$17,266,840
General Services	\$2,663,594	\$3,189,506
Total expenditures	\$61,808,393	\$67,948,712

* budgeted (revised)

Selected Performance Measures

	Fiscal year 2011	Fiscal year 2012
Percent of HSD customers who agreed that they were able to move toward self-sufficiency in the last year	93%	85%*
Number of low-income individuals served by Community Action Agency who sought and received emergency food assistance	46,951	54,766
Number of clients who visited the Workforce Development Division One Stop Career Centers	146,376	161,704
Percent of eligible juvenile probationers who successfully reintegrated into the community as evidenced by reduced rates of recidivism after 12 months of CJSS program participation	n/a	70%
Percent of 4-5 year old children who are considered school ready according to the Head Start Zero-Five Program's assessment system at the end of the school year	92.2%	95.5%

Our Future

Key Initiatives, Opportunities and Challenges



Voices from the Community

We connect with the community by working with a variety advisory boards and commissions comprised of citizens, elected officials, businesspeople, educators, parents, and members of the non-profit and faith-based communities. The advisory groups provide feedback, governance, and guidance, and are importance voices from the community that help shape policy and practice to ensure HSD is responsive to the needs of the community.

The advisory groups include:

- COMMUNITY DEVELOPMENT ADVISORY COMMITTEE
- COMMUNITY SERVICES COMMISSION
- HEAD START 0-5 PROGRAM POLICY COUNCIL
- MARICOPA HOME CONSORTIUM
- MARICOPA WORKFORCE CONNECTIONS ADVISORY BOARD AND YOUTH COUNCIL

With the exception of members of the Maricopa HOME Consortium, members are appointed by the Board of Supervisors.

Maricopa County Human Services Dept.

234 N. Central Ave.
Phoenix, AZ 85004
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602-506-8789 fax

Margaret Trujillo, Interim Director

MyHSD.maricopa.gov



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MyHSD.maricopa.gov

Key Initiatives

- Expanding efforts to make it easier for clients to find, access, and enroll in services; meeting the user where they are with the right level of service for the right amount of time
- Developing cross-functional sharing of data and information to facilitate integration and comprehensive family assessment and joint case planning
- Identifying high-impact strategies that address causal factors and interventions as early as possible, that are longer-term in nature, and that go beyond just addressing emergency basic needs

Opportunities

- Expand use of HSD's self-sufficiency matrix to track and improve self-sufficiency outcomes for clients services across the department
- Develop stronger community partnerships to close identified gaps in services
- Explore a comprehensive youth services delivery model to address specific needs of vulnerable youth in the community
- Expand services to veterans and their families

Challenges

- With the lingering economic recession and uncertainty about availability of basic services in general, and health care specifically, many members of the vulnerable populations we serve still are challenged to feel as though they are able to move forward toward self-sufficiency
- Potential cuts to federal discretionary spending

Integrated, Holistic Approach to Meeting Client Needs



Some of Our Community Partners:

- Catholic Charities Community Services
 - Arizona Women's Education and Employment (AWEE)
 - Area Agency on Aging
 - Arizona Community Action Association
 - Maricopa County Community College District
 - Arizona Department of Economic Security
 - Arizona National Guard
 - Various Local Community Action Programs
 - North Phoenix Baptist Church
 - A New Leaf
 - Maricopa County Library District
 - Foundation for Senior Living
 - Arizona Call-A-Teen Youth Resources (ACYR)
 - Arizona Commerce Authority
 - MAXIMUS
 - Maricopa County Regional Schools
- For a comprehensive list of community partners, visit MyHSD.maricopa.gov